

## Email to Our Patients: COVID-19 Nurse Advice Line (Sent 4/19/20)

We are here to protect your health and safety during the coronavirus outbreak. If you have some fears about COVID-19, you are not alone. To protect your health during this time, Los Angeles County Health Services has a new COVID-19 Nurse Advice Line. It is available from 7 AM to 7 PM PST, 7 days a week in addition to our physician after-hours line. You can reach us by calling 844-804-0055.

This service was made to help you get care and important information while you stay safely at home.

### **More Information on Getting Care**

The best prevention you can take is to follow the ["Safer at Home" order](#) currently in place across the entire state of California. If you must go out, remember to practice social distancing and frequently wash your hands or use hand sanitizer.

### **How can I fill my medicines?**

Our pharmacies are open but you can also fill your medicines by mail to avoid exposing yourself to COVID-19. You can get a 3-month supply with most medicines. This helps avoid you standing in line. If you want your medications mailed to you, call 213-288-8480 or ask your pharmacy.

### **Should I keep my clinic appointment? Can I get Medical Advice from home?**

We are changing all non-urgent clinic appointments to phone visits and postponing any visits we can. If you have an upcoming visit, our clinic staff will call you. Contact your clinic if you:

- Want to cancel your appointment
- Reschedule your appointment
- Want to request a phone visit
- Have questions about your upcoming visit

You can also make a phone appointment or e-mail your doctor through the [MyWellness](#) patient portal. For more information, contact your clinic ([dhs.lacounty.gov/appointments](https://dhs.lacounty.gov/appointments)), or call 844-804-0055.

### **What is the MyWellness patient portal and how do I sign up?**

[MyWellness](#) is a secure website where you can email your doctor, get your lab results, and read your doctor's notes. If you have not signed up, go to [dhs.lacounty.gov/mywellness](https://dhs.lacounty.gov/mywellness) and click "[Enroll Now](#)" to sign up today.

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**Are facilities and clinics open? And have the hours changed?**

Yes, all of our clinics are providing care and the clinic hours have not changed. There might be changes to how you get your care. To keep you safe and healthy during this coronavirus outbreak, we changed in-person clinic appointments to phone visits.

Patients with appointments already made, are not being cancelled, but these could be scheduled for another date and time if a phone visit is not possible.

If you have an urgent need, our [Urgent Cares](#) are available to you. If you have COVID-19 symptoms, first call the COVID-19 Nurse Advice Line. For more information on our urgent care services visit: <http://dhs.lacounty.gov/wps/portal/dhs/services/urgentcare/>.

Remember, if you think you are having a medical emergency, please call 9-1-1 or go to the nearest Emergency Department.

To get the most up to date information on how to protect yourself and your community, please see our [COVID-19 information page](#).

We will get through this together.